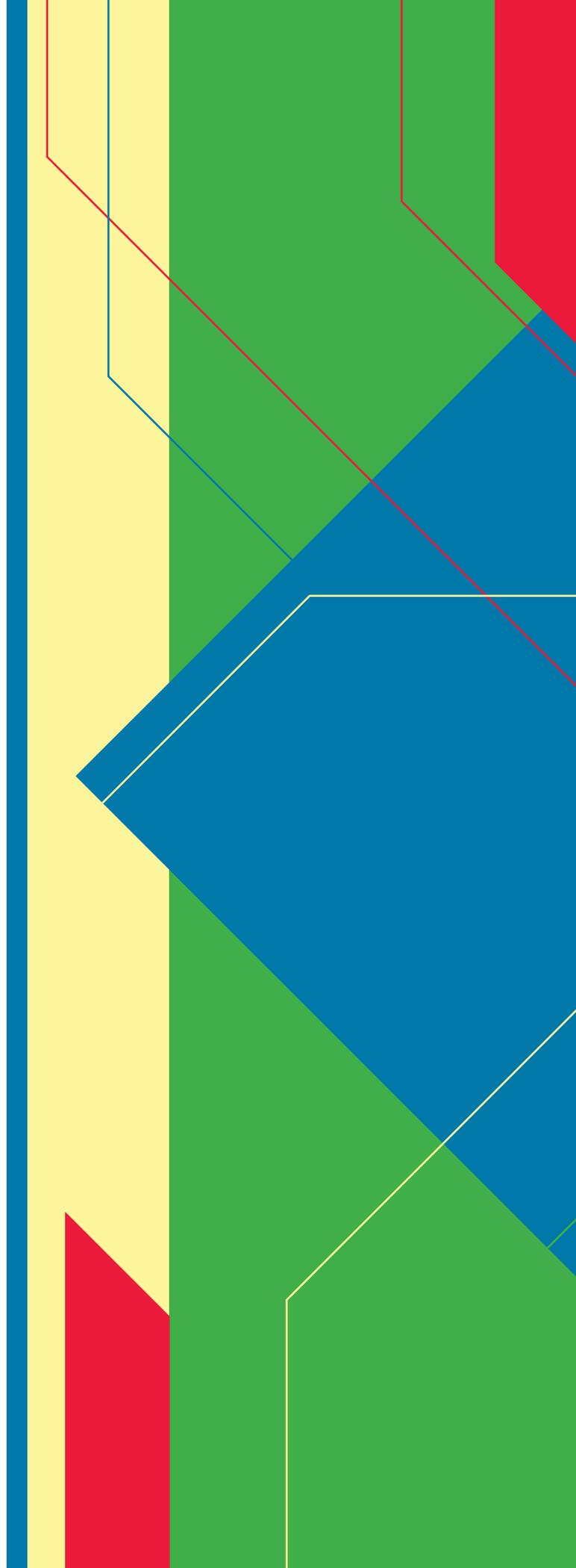




ALABAMA DEPARTMENT  
OF SENIOR SERVICES

**FISCAL YEAR 2018  
ANNUAL REPORT**





**THE HONORABLE KAY IVEY**  
GOVERNOR  
STATE OF ALABAMA



KAY IVEY  
GOVERNOR

## STATE OF ALABAMA DEPARTMENT OF SENIOR SERVICES

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Dear Governor Ivey and Members of the Legislature,

It is my pleasure to present to you the Alabama Department of Senior Services Fiscal Year 2018 Annual Report. ADSS strives to enhance and enrich the lives of Alabama's senior and disabled populations by meeting a variety of needs, such as providing assistance with prescription drugs, ensuring that those eligible for the meals program receive nutritious food, supporting Alzheimer's and dementia initiatives, teaming with the UAB geriatric dental project, and a host of other ways.

In short, the goal of ADSS is to promote the dignity and independence of those we serve through a comprehensive and coordinated system of quality services.

We deeply appreciate your strong support which ensures that our seniors and those who are disabled have the resources they need to achieve their goals and to live as independently as possible.

Best regards,

  
Jean W. Brown  
Commissioner



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## OUR MISSION

To promote the independence and dignity of those we serve through a comprehensive and coordinated system of quality services.

## OUR VISION

To help society and state government prepare for the changing aging demographics through effective leadership, advocacy, and stewardship.

## OUR VALUES

- Promote the worth, dignity, and rights of older and disabled persons;
- Promote the independence and self-determination of older and disabled persons;
- Promote the efficient and effective management and utilization of resources; and
- Promote public support and input.

The Alabama Department of Senior Services (ADSS) is a cabinet-level state agency with 49 employees. As a planning, development, and advocacy agency for the aging and disabled, ADSS advocates on behalf of our constituents and administers aging programs through thirteen Area Agencies on Aging (AAA). Each AAA provides comprehensive services through contracts, grants, and through more than 300 senior centers in order to:

- Secure and maintain the independence and dignity of older individuals;
- Remove social and individual barriers to older individuals;
- Ensure the provision of a continuum of care for older individuals; and
- Develop comprehensive, coordinated systems for older individuals.

## ADVISORY BOARD

ADSS operates with an Advisory Board that functions in accordance with the requirements of Section 38-3-2 of the *Code of Alabama, 1975*. This Advisory Board is composed of the following members: two members of the State Senate appointed by the President of the Senate; two members of the House of Representatives appointed by the Speaker of the House; and nine members who are appointed by the Governor and represent the following groups: one representative of business, one representative of labor, one representative of the medical profession, three representatives of senior citizen organizations, and three responsible citizens of the state. The Alabama State Health Officer, the Secretary of the Department of Labor, and the Commissioner of the Alabama Department of Human Resources are ex-officio members of the Board.

### FY18 Advisory Board Members

Ann Anderson

Elizabeth Anderson

Billy Bolton

The Honorable Gerald Dial

Thomas Ray Edwards – Board Chairman

Jackie Goggins

The Honorable Jim McClendon

The Honorable Mac McCutcheon

Dr. Horace Patterson

The Honorable Rhondel Rhone

The Honorable Randall Shedd

Candi Williams

### Ex-Officio Advisory Board Members

Dr. Scott Harris, Alabama Department of Public Health

Secretary Fitzgerald Washington, Alabama Department of Labor

Commissioner Nancy Buckner, Alabama Department of Human Resources



## OLDER ALABAMIANS: 2018

### A Snapshot of Alabama's Aging Population

**1,065,625**

The estimated number of Alabamians age 60 and older, accounting for 22% of the State's population

**42.4%**

The projected increase of Alabamians age 65 or older between 2017-2040

#### Education

**81.6%**

Percentage of Alabamians age 60 or older with at least a high school diploma

**22%**

Percentage of Alabamians age 60 or older who have a bachelor's degree or higher

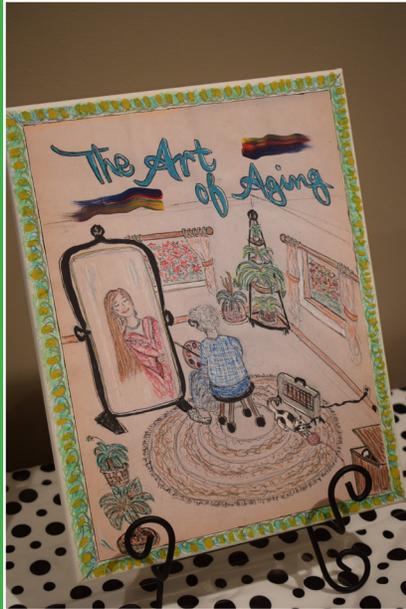
#### Disability

**322,026**

Number of Alabamians age 65 or older with at least one type of disability

**21%**

Percentage of Alabama veterans age 65 or older with a disability



## INTRODUCTION

ADSS is the state agency responsible for coordinating state and federal programs serving senior citizens. Since its inception, ADSS is best known for its Elderly Nutrition Program; however, ADSS does much more. Our traditional focus is on the more than one million Alabamians who are age 60 and older; however, others who are eligible for the Department's programs and services include:

- Caregivers of older people;
- Caregivers of people of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction;
- Grandparents or older individuals who are relative caregivers of children not more than 18 years of age or people of any age with a disability;
- People of any age who are residents of a long-term care (LTC) facility;
- People of any age with disabilities who qualify for the Medicaid Elderly and Disabled Waiver;
- Unemployed people 55 or older who live at or below 125% of the federal poverty level (FPL); and
- Individuals 55 or older or deemed disabled by the Social Security Administration and in the 24-month gap for Medicare with income below 200% poverty level and no prescription drug coverage.



## FEDERAL PROGRAMS

### Aging And Disability Resource Centers

Launched in 2003 by the Administration on Aging (AOA) and Centers for Medicare and Medicaid Services (CMS), Aging and Disability Resource Centers (ADRCs) provide a one-stop shop for individuals seeking Long-Term Support Services (LTSS). The ADRC Program was branded as Access Alabama in 2016 and is designed to provide individuals and their families with visible, trusted sources of information, benefits counseling, referrals, and access to services and support for consumers of all ages, incomes, and disabilities. Access Alabama builds on the strengths of existing community agencies, AAAs and Centers for Independent Living (CILs), to provide a single, more coordinated system of information and access. The access to this information is vital for all persons seeking long-term care support to minimize confusion, improve individual choice, support independence, and help ensure informed decision making.

In FY18, 26,435 individuals were screened through Access Alabama with an additional 42,512 follow-up contacts. Of these contacts, 10,041 individuals reported having a physical disability and 708 individuals reported having a dementia diagnosis. There were 6,389 individuals under the age of 60 requesting assistance and 17,133 over the age of 60. In addition, there were 3,836 caregivers who received information and assistance.

### NUTRITION: Congregate and Home Delivered Meals

One of the most successful community-based programs for seniors in America is the Older Americans Act (OAA) Elderly Nutrition Program.



Through strong state and local partnerships with AAAs, nutrition service providers, thousands of dedicated volunteers, caregivers, and the private sector, the program provides more than 4.4 million congregate meals in senior centers and home-delivered meals to thousands of seniors every year. Alabama's Elderly Nutrition Program is dependent on local community support to cover senior center costs and volunteers for meal delivery, program activities, and staff support. The opportunity for voluntary monetary contributions is offered to the participants. The program also offers nutrition education and counseling to seniors.

Alabama's Elderly Nutrition Program holds one of two statewide contracts in the nation for food service and delivery. This keeps the program efficient and allows more meals to be served at a lower cost. ADSS oversees the food contract with the vendor and ensures all meals provided through programs are varied, nutritionally balanced, and safe. The meals must comply with US Dietary Guidelines and provide at least one-third of the Dietary Reference Intake level of key indicator nutrients. The vendor provides hot, frozen, breakfast, shelf stable, picnic, and liquid replacement meals to approximately 330 senior centers, serving approximately 18,000 meals per day. The food service contract was held by Valley Food Services for

## FEDERAL PROGRAMS

FY18. For FY19 the contract for food service was competitively bid and the contract was awarded to GA Foods beginning October 1, 2018.

In addition, homebound participants also receive meals through this program. Recipients of home-delivered meals are typically older persons who live alone, are low-income, have multiple chronic health conditions, and are considered to be at high nutritional risk. Through the same food service contract, ADSS offers frozen and shelf stable meals to Elderly and Disabled Waiver clients throughout Alabama. These clients receive meals with the same nutrient standards as the OAA program meals. The frozen meal program statewide delivery system allows ADSS to meet the needs of the target population in all rural areas.

### FY18 Elderly Nutrition Program Highlights

In FY18, 4,431,232 meals were served to Alabama's senior citizens. Of those meals, 1,814,941 were served in a congregate setting at a senior center and 2,616,291 were home-delivered meals. An additional 2,242,819 meals were served to Elderly and Disabled Waiver clients.

### Eligibility Criteria For Senior Center Nutrition Program

- Age 60 and over
- Spouses of individuals age 60 and over
- Persons under age 60 residing in housing facilities primarily occupied by older individuals or in homes of clients age 60 and over

- Individuals with a handicap or disability who live in public housing where the program is served
- Persons with a disability residing with an eligible client

### Eligibility Criteria For Homebound Nutrition Program

- Age 60 or older and homebound due to illness or incapacitating disability
- The spouse of an older individual (age 60+) regardless of age
- Frail, elderly individuals whose location or condition prohibits participation in a congregate center meal program
- Persons with a disability residing with an eligible client

### Alabama Cares



The National Family Caregiver Support Program (NFCSP), established in 2000, provides grants to states and territories based on their share of senior citizens. This funding provides services to assist caregivers with the duties involved in taking care of their loved ones. Alabama's allotment under the OAA Amendment created the Alabama Cares Program which is administered in Alabama under ADSS through the 13 AAs.

The Alabama Cares Program provides services to assist caregivers with the duties involved in caring for their loved ones. Although caregiving can be tremendously rewarding, it can have a detrimental impact on the health and well-being of the caregiver. Caregiving has its greatest impact on

## FEDERAL PROGRAMS

one's emotional well-being. Caregivers of individuals with dementia and stroke survivors are at the highest risk for depression and anxiety disorders. Therefore, the purpose of this program is to assist caregivers with the issues that may arise from the role of caregiving. The NFCSP offers support for caregivers across the state by providing services through five basic areas:

1. **Information Services:** A service for caregivers that provides information on resources and services available to caregivers.
2. **Caregiver Access Assistance:** A service that assists caregivers in obtaining access to the services and resources that are available within their communities.
3. **Caregiver Counseling:** Counseling for caregivers to assist them in making decisions and solving problems relating to their caregiver roles.
4. **Caregiver Respite:** Services that offer temporary substitute supports, or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
5. **Caregiver Supplemental Services:** Services provided on a limited basis to complement the care provided by caregivers.

### Eligibility Criteria for the Caregiver Program

- Adult family members or other informal caregivers age 18 and older providing care to individuals 60 years of age and older or of any age if the person has Alzheimer's disease or a related dementia.
- Older relatives age 55 and older (not a parent) providing care to children 18 years of age or younger.
- Older relatives, including parents, age 55 or older providing care for a child with a severe disability.

Priority is given to those with the greatest social and economic needs and older family caregivers providing care and support to persons with Alzheimer's disease or other forms of dementia, as well as related disorders.

### Office Of The State Long Term Care Ombudsman

Through funding under the OAA, the Office of the State Long Term Care



Alabama's  
Long-Term Care  
**OMBUDSMAN**  
working together for quality care

Ombudsman provides consumer advocacy protection services to individuals residing within nursing home facilities, specialty care facilities, and boarding homes. ADSS's Office of the State Long Term Care Ombudsman has programmatic oversight of the local ombudsman representatives. The local ombudsman representatives may be employees or contract employees of

## FEDERAL PROGRAMS

the AAA. The State Ombudsman trains and certifies all ombudsman representatives. Ombudsmen work to resolve problems of long term care (LTC) residents and protect their rights by ensuring they receive fair treatment and quality care. Ombudsmen investigate and resolve complaints, educate residents, family and facility staff, provide information to the public, and advocate to bring about changes at the local, state, and national levels through the practice of person-centered system change for residents in LTC facilities.

Additionally, ADSS's Office of The State Long Term Care Ombudsman works with the Alabama Medicaid Agency to support implementation of Alabama's Money Follows the Person demonstration called "Gateway to Community Living." This partnership utilizes the ombudsman program to assist in transitioning eligible residents from LTC facilities back into the community. Ombudsmen conduct initial baseline surveys with the residents prior to transition and follow the client after transition by conducting follow-up surveys at 11 and 24 months. During FY18, the ombudsmen performed a total of 147 Quality of Life surveys and provided a total of 102 Outreach and Marketing trainings to facilities and the community.

The State Ombudsman program works collaboratively with the Alabama Department of Human Resources' Adult Protective Services (APS) Division and the Alabama Department of Public Health's Bureau of Health Provider Standards to educate facility staff, residents, and the general public on reporting instances of abuse, neglect, and exploitation and to make referrals when appropriate.

### FY18 Ombudsman Program Highlights

- 721 Cases Opened
- 1,300 Complaints Received
- 279 Community Education Events Held
- 920 Consultations to Facilities
- 2,049 Consultations to Individuals
- 318 Trainings Completed

### Legal Assistance

The Legal Assistance Program is a statewide system of legal professionals who assist older adults with personal legal problems. These legal professionals provide advice and counseling, legal representation, legal research, preparation of legal documents, negotiation, legal education, and community outreach to Alabama's older adults. The Legal Assistance Program works on a non-fee-generating basis and strives to protect and secure the rights, benefits, and dignity of adults 60 years of age and older.

Older adults, especially those in poverty, are less likely to seek the advice of an attorney because often they do not have financial resources to pay for legal services, or they do not realize they have a legal problem. Oftentimes, legal problems facing older adults are more critical than those facing any other segment of our population.

The top services provided by the Legal Assistance Program in FY18 were:

Powers of Attorney/Wills  
Collection

## FEDERAL PROGRAMS

Medicaid  
Consumer/Finance  
Guardianship/Conservatorship  
Estate/Other Probate

### Senior Community Service Employment Program (SCSEP)

ADSS administers the Senior Community Service Employment Program (SCSEP) in eleven Public Service Areas (PSAs) throughout the state. SCSEP is authorized under Title V of the OAA and is funded by the Department of Labor.

SCSEP is a community service and work-based training program for older workers that provides useful community services and fosters individual economic self-sufficiency through training and placement into unsubsidized jobs. ADSS serves a coordinating role as the state grantee and ensures equitable distribution of employment through its SCSEP program. SCSEP is a partner in the Workforce Investment Opportunity Act (WIOA). ADSS's mission is to do all it can to ensure that senior citizens who want to return to work can fill vital roles in today's workforce.

Participants gain work experience in a variety of community service activities. Participants work an average of 20 hours a week, and are paid the highest of federal, state, or local minimum wage. This training serves as a bridge to unsubsidized employment opportunities for participants.

### QUALIFICATIONS FOR SCSEP PARTICIPANTS:

- Be an Alabama resident
- Be age 55 or older
- Be unemployed
- Have an income level of less than 125% of the federal poverty level.

Approximately 253 low-income older Alabamians received paid employment and training opportunities through the SCSEP program in FY18. Of those, 91% reported that their physical health is the same or better than before they entered the SCSEP program and 75% reported that their outlook on life is a little more or much more positive.

### Senior Medicare Patrol (SMP)

The Senior Medicare Patrol (SMP) program is designed to empower and assist Medicare beneficia-



ries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach and education. Federally funded through the Administration for Community Living (ACL), SMP staff and volunteers build and expand the capacity of a trained, professional statewide network of SMP volunteers. The SMP program responds to and resolves inquiries and reports of suspected fraud and abuse. Referrals of documented complaints are sent to the proper authorities which include ACL, CMS, and Office of Inspector General. Reporting outcomes are required by the U.S. Department of Health and

## FEDERAL PROGRAMS

Human Services, Office of Inspector General for tracking, cost avoidance, savings, and recoveries of the Medicare and Medicaid programs. Alabama SMP is also responsible for improving coordination of similar projects with other federal, state, and local officials. Alabama SMP has identified five key objectives. They are: 1) increase training to provide statewide outreach, education, and technical assistance to Medicare beneficiaries through a trained workforce utilizing the ADRC and State Health Insurance Assistance Program (SHIP), and expanded partnerships with concerned stakeholders; 2) expand the established and successful partnership with Auburn University's Harrison School of Pharmacy C.A.R.E.S. program; 3) provide annual fraud summits across the state in partnership with the Alabama Securities Commission; 4) utilize stakeholders to increase knowledge of Medicare beneficiaries regarding the opioid epidemic and provide statewide training on patient safety and Medicare Part D fraud and abuse; and 5) monitor and assess SMP contractors' results for operational quality measures that produce desired outcomes.

### State Health Insurance Assistance Program (SHIP)/Medicare Improvements For Patients And Providers Act (MIPPA)

The State Health Insurance Assistance Program (SHIP) is intended to strengthen the capability of States to provide all Medicare eligible individuals with information, counseling, and assistance on health insurance matters. This grant from



ACL helps ensure that Alabama will have a network of staff and volunteers to provide accurate and objective health insurance information and assistance to Medicare beneficiaries in making informed health coverage decisions. SHIP counseling also helps beneficiaries understand related rights and protections under their Medicare coverage. The Medicare Improvements for Patients and Providers Act (MIPPA) is a grant provided by ACL. The purpose of the MIPPA grant is to support outreach and assistance efforts directed toward Medicare beneficiaries with limited incomes. The specific target population for MIPPA is Medicare beneficiaries who may be eligible for low-income subsidy (LIS) or the Medicare Savings Program (MSP).

Currently there are 1,007,423 Medicare beneficiaries in Alabama who are enrolled in both Medicare Part A and Part B. There are 222,299 who are under age 65, many of whom require some assistance and counseling regarding their benefits and plans. According to the Alabama Medicaid Agency, there are 70,495 Qualified Medicare Beneficiaries (QMB) and 35,509 Specified Low-Income Medicare Beneficiaries eligible for benefits as of June 2018.

ADSS has a unique partnership with the Auburn University Harrison School of Pharmacy (HSOP), for the SHIP and MIPPA programs. The project has two objectives, one of which uses SHIP funds, and the other one which uses MIPPA funds. The SHIP HSOP project objective is to train pharmacy students to work during open enrollment as certified SHIP counselors at enrollment events. This student training program is extremely well received by all partners and

## FEDERAL PROGRAMS

ADSS intends to expand the program over the next several years due to its success.

Alabama's MIPPA funding objective is to create a statewide education and outreach campaign to enhance awareness of Alabama's local ADRCs and SHIP programs. Over the past six years ADSS has had a unique partnership with HSOP utilizing MIPPA funds. In 2015, the partnership was expanded to include a new on-line continuing education pharmacist training system. This ensures that the rural, underserved areas of the state have access to professionals with a knowledge base and awareness of SHIP and other core benefit programs offered through the ADRCs. ADSS expects to expand this beneficial program to more counties, partner with other programs, and considers it a successful program for the MIPPA grant.

### Person Centered Long-Term Care Support Systems

The Alabama Medicaid Agency was awarded a Money Follows the Person Rebalancing Demonstration grant from the CMS in October 2012. In Alabama this program is called the "Gateway to Community Living." Working in partnership with other long-term care providers and stakeholders, the services and support for transition of individuals from long-term care settings to community living are as follows:

- Transition coordination that assists those who choose to participate with development and implementation of an individualized transition plan

- Assistance with costs related to transition such as utility and rent deposits
- Advocacy to increase the availability and easy access of safe, accessible housing, and assistive technology resources
- Resources for the promotion of employment opportunities
- Option of Self Directed Care

ADSS provides assistance through the ADRCs, the Long Term Care Ombudsman program, and targeted case management through the Home and Community Based Services (HCBS) waivers for transition services as partners in the Gateway to Community Living Program.

### Home and Community Based Service Waiver Programs (HCBS)

ADSS is the operating agency for three Medicaid Waiver programs. These programs provide home and community based services to individuals whose needs would otherwise require care in a nursing facility. The services provided through these programs allow individuals to remain in the community. In order to access waiver services, individuals must meet financial, medical, and program criteria.

### Elderly and Disabled Waiver Program (E & D)

This waiver program provides services to the elderly and individuals with disabilities. Case managers work with clients to develop a person-centered plan of care based on the

## FEDERAL PROGRAMS

client's medical needs. Depending on their plan of care, individuals in this program may receive personal care, homemaker, respite, adult day health, companion services, or home-delivered frozen meals. In FY18 ADSS served 8,654 individuals on this program.

### Personal Choices

Personal Choices is Alabama's option for self-directed home and community-based services. It is designed to offer the elderly and individuals with disabilities more choices and flexibility in the type of care they receive. Clients enrolled in the program are able to use their allotted budgets to get the personal care they need and also save for other items that improve their health. By the end of FY18 1,431 individuals were enrolled in the program.

### Alabama Community Transition (ACT) Waiver Program

The ACT waiver is designed to provide services to individuals with disabilities or long-term illnesses who live in a nursing facility and desire to transition to the home or community setting. The Plan of Care and Case Management services are based on individual client needs. The individual must have been in the nursing facility for 90 days or more and is expected to move into the community within 180 days after application date. ADSS works with Medicaid Transition Coordinators to facilitate the transition of clients from the nursing home back into the community.

In FY18 there were 257 individuals being served in this program and it continues to expand.

### Technology Assisted Waiver for Adults (TA)

The TA waiver provides services to individuals 21 years of age or older with complex skilled medical conditions who are ventilator dependent or have a tracheostomy and who would otherwise require care in a long-term care setting to remain in the community. The Plan of Care and Case Management services are based on individual client needs. ADSS provides targeted case management for the TA program. This program was transferred to ADSS on April 1, 2015, and is approved to serve 50 individuals, increasing to a total of 80 by 2020. Services include private duty nursing, personal care/attendant service, medical supplies, assistive technology, and targeted case management (TCM). In FY18, there were 30 individuals on this program and outreach is ongoing to expand waiver services to eligible individuals.





## STATE PROGRAMS

### SenioRX Prescription Drug Assistance Program

The SenioRX program is a state-funded prescription drug assistance program that offers free or low cost prescription drugs from pharmaceutical companies. To qualify an individual must be an Alabama resident and meet one set of the following criteria:



- Be 55+ and
- Have a chronic medical condition(s), and
- Have no prescription drug insurance, and
- Meet certain income limits.

OR

- Have a disability at any age and
- Have been deemed disabled by Social Security, or have applied for disability and are waiting on a decision, or have a doctor's declaration of disability, or
- Be in the 24-month Medicare waiting period

OR

- Have Medicare coverage and have reached the Medicare Part D coverage gap (donut hole).

In FY18 the SenioRX Prescription Drug Assistance Program:

- Served 8,629 people

- Filled 47,163 prescriptions
- Saved Alabama citizens over \$36,026,612.21

### Alabama Senior Citizens Hall Of Fame

The Alabama Senior Citizens Hall of Fame was created in 1983 by the Alabama Legislature to honor Alabama citizens who have made significant contributions toward enhancing the lives of Alabama's elderly citizens. In 2008, the Hall of Fame became part of ADSS. An induction ceremony is held each year to honor new members into the Alabama Senior Citizens Hall of Fame. Also honored are citizens who are 100 years of age or older and couples who have been married 65 years or more.

### Alzheimers And Dementia Initiatives

The Dementia Friendly Communities Project, better known as "Dementia Friendly Alabama," was adopted and has been sustained by the Central Alabama Aging Consortium (CAAC). Alabama has adopted "Dementia Friendly Alabama" state-wide to create welcoming, comforting communities where those diagnosed with dementia and their caregivers feel respected and supported and where they can live, age, and thrive. Through a grant provided by ADSS, CAAC has worked with other AAAs to expand this initiative statewide.

## STATE PROGRAMS

### Helping States Support Families Caring for an Aging America Initiative

In 2018, Alabama was one of six states (AL, IA, ID, NH, SC, VA) chosen to participate in an initiative related to family caregiving called *Helping States Support Families Caring for an Aging America*. The Center for Health Care Strategies, a non-profit group based in Hamilton, NJ, is providing technical assistance to states to help them achieve their chosen goals to develop strategies to support family caregiving. The project is funded by the John A. Hartford Foundation, the Milbank Memorial Fund, the May & Stanley Smith Charitable Trust, and the Gordon & Betty Moore Foundation, and runs through January 2020.

Alabama's team is working on respite care and has received recommendations for the Legislature regarding standards for respite providers. To address workforce shortage and with support from Speaker of the Alabama House of Representatives Mac McCutcheon, the team is working to establish an educational/certification pilot program through a local community college to help students get the needed training for working in respite care.

### UAB Dental Project

ADSS funds a dental project with The University of Alabama at Birmingham (UAB) School of Dentistry. The project is designed to promote public education/awareness, training/education, and resource development. Previously in the State of Decay national reports, Alabama ranked 48<sup>th</sup> out of 50 states. In 2018 Alabama advanced 20

places on the 2018 list, setting the stage for more support and dental program improvements. The UAB Geriatric Outreach Rotation: Improving Seniors' Oral Health in Alabama project, sponsored by ADSS, has three purposes: 1) to screen and survey senior adults about their oral health at senior centers; 2) to provide dental cleanings for seniors who request it; and 3) to provide an educational oral health program to older adults at senior centers to improve their oral health literacy.

In 2018 this project served Tuscaloosa, Sumter, Marengo, and Bibb counties. The AAA directors and the Senior Center managers are key to the success of the project, as they gather much needed information and promote participation by seniors.

### Masters Games

The Masters Games of Alabama is a non-profit organization dedicated to promoting healthy lifestyles for active adults ages 50 and older through social, mental, and physical activities. The games were developed in Oxford, Alabama in 1989 to provide adults ages 50 and older an opportunity to maintain an active lifestyle by participating in a variety of events. While the games provide an Olympic-type atmosphere, the focus is not on competition, but on fun and fellowship. Each year there are around 500 participants from across the state.



## EMERGENCY PREPAREDNESS

Disasters or emergencies can happen anywhere, at any time, as we have experienced on numerous occasions in Alabama. Pre- and post-disaster, older persons and persons with disabilities are often placed in precarious situations that threaten their well-being. In many cases, existing physical or mental impairments may worsen and essential family and community-based support is disrupted by the emergency situation. The ADRCs seek to provide planning and response information, resources, and strategies that assist individuals to better prepare for, and respond to, all types of emergencies and disasters. In the event of a disaster, ADRC staff is expected to be full participants in coordinated response efforts between federal, state, and local governments, as well as private, voluntary, and faith-based sectors. ADRCs currently function as a hub for sharing and disseminating key information to individuals during a disaster, including working at Disaster Recovery Centers, assisting with hotlines,

and updating daily resource lists for distribution in the community.

The Alabama Department of Public Health (ADPH) recognizes ADSS as a key partner in preparedness of at-risk populations. For the past several years, ADPH has awarded a grant that allows ADSS to provide preparedness/disaster education for seniors and persons with disabilities. These grants have also allowed ADSS to support at-risk individuals with all-hazard weather radios, basic first aid supplies, distribution of disaster media, and have also allowed ADSS to host a regional preparedness seminar and conduct satellite conference/live webcast for nurses, social workers, home care professionals, para-professionals, caregivers, and case managers on preparedness and home safety basics. ADPH will be training staff in the aging network on preparedness and how to assist clients pre- and post-disaster during the course of this planning period.



## ELDER JUSTICE AND ADVOCACY



ADSS is tasked by the State Legislature with establishing and overseeing the work of the Interagency Council for the Prevention of Elder Abuse. The Council's mission is to strengthen partnerships to protect elders and raise awareness of elder abuse issues through education, advocacy, and outreach. ADSS has the responsibility to empower, protect, and advocate on behalf of the state's aging population. The Council provides education and awareness to seniors, their caregivers, professionals, and the general public on the rights of elders and elder abuse prevention. The Council meets bi-monthly and invites speakers who discuss topics related to elder abuse and elder justice.

Through the collaboration and work of the Council, Alabama passed some of the strongest criminal elder abuse laws in the nation

in 2013. In 2016, statistics showed that approximately 400 individuals had been prosecuted under the elder abuse statute. In 2017, the Council worked to pass another piece of legislation, the Elder Abuse Protection Order and Enforcement Act, which further strengthens the law. This new law creates an expedient method by which elder abuse victims can obtain a protection order against their abuser/exploiter. It creates an enforcement mechanism allowing criminal prosecution for violation of an elder abuse protection order. The act also permits warrantless arrests for violations of elder abuse protection orders under the same circumstances currently allowed for violations of domestic violence protection orders. In FY17 and FY18 there were a total of 190 protection orders filed under this act.



## FINANCIAL OVERVIEW: FISCAL YEAR 2018



In FY18, ADSS expended approximately \$144 million on aging programs. Approximately 21 percent of these expenditures came from the State General Fund with the remaining 79% of expenditures coming from Federal (78%) or other sources (1%). The primary source of the Federal funds was grants from the US Department of Health and Human Services, ACL, CMS, the US Department of Labor, and programs administered by ADSS for the Alabama Medicaid Agency.

ADSS can proudly state that over 96% of its budget is used to provide services to older Alabamians and individuals with disabilities. The majority of services are provided statewide through grants to the 13 AAAs that in turn contract with local service providers. Not only do these grants provide

needed services to Alabama's seniors, they also add to local economies because the AAAs contract directly with service providers in every county. In FY18 the AAAs contracted with over 413 direct service providers. By focusing on keeping people healthy and independent, Alabama's aging programs benefit the state as well as its citizens.

Under the OAA, ADSS provides services with the goal of promoting the independence and dignity of those we serve through a comprehensive and coordinated system of quality services. In FY18, ADSS served approximately 4.4 million meals at a cost of \$15.8 million through our Elderly Nutrition Program (ENP) funded under Title III of the OAA. Included in this amount is approximately \$700,000 in funds received through

## FINANCIAL OVERVIEW: FISCAL YEAR 2018

the “John L. Buskey Senior Meals Program.” These funds were derived from fees on distinctive driver license plates.

Additionally, Alabama’s seniors provided \$1.8 million in voluntary contributions toward meals and other services. This money is reinvested back into the local programs from which the donations were received. ADSS also earns additional federal subsidies from the Nutrition Services Incentive Program (NSIP) by serving meals that meet one-third of the Dietary Reference Intakes. In FY18 ADSS received NSIP funding of \$3.3 million. In total, costs related to ENP accounted for 11% of ADSS’s expenditures for services.

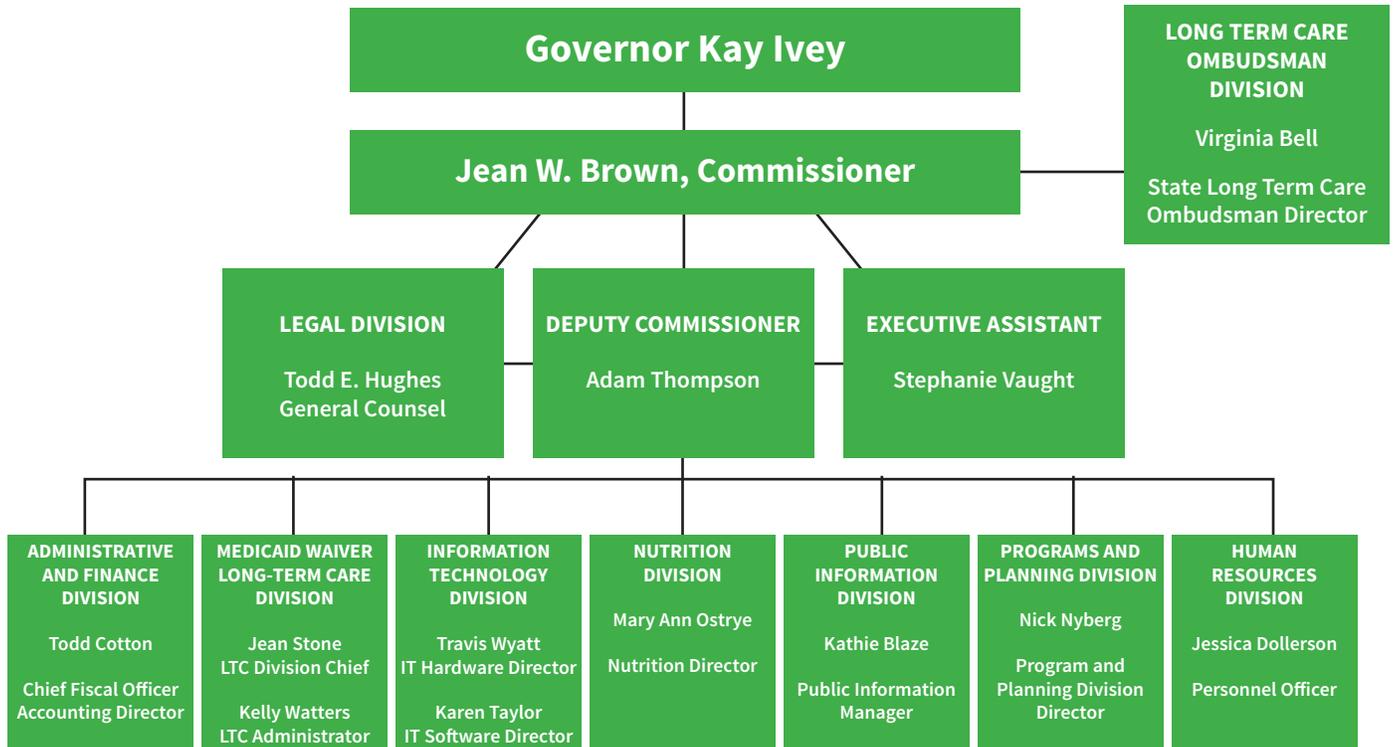
Other aging programs comprised approximately 11% of FY18 expenditures. These included such services as senior employment, ombudsmen, legal services, transportation, and family caregivers.

As noted earlier, ADSS was the Operating Agency for three Medicaid Waiver programs

in FY18. These waivers included the Elderly and Disabled Waiver (E&D), Alabama Community Transition Waiver (ACT), and the Technical Assistance Waiver (TA). The E&D Waiver represents the largest of the waivers with 9,205 slots available annually. Additionally, ADSS expanded its Personal Choices program option under these waivers statewide in FY18 from 700 to 1,431 clients. The Personal Choices self-directed option is a popular program and enrollment is expected to continue to grow. Total expenditures for all Medicaid programs totaled over \$108 million with State Funds accounting for approximately \$22 million of this total.

The Alabama SenioRx program provides the highest rate of return for its \$1.7 million annual budget. In FY18 the SenioRx program assisted 8,629 older Alabamians, resulting in a savings of over \$36 million in prescription drug costs.

# ADDS ORGANIZATIONAL CHART



# REGIONAL PLANNING COUNCILS & AREA AGENCY ON AGING CONTACTS

## NACOLG

**NW AL Council of Local Gov.**  
 Keith Jones, Executive Director  
 Jeff Thompson, AAA Director  
 256-389-0530/800-838-5845  
 Counties: Colbert, Franklin, Lauderdale, Marion, Winston

## NARCOG

**North Central AL Reg. Council of Gov.**  
 Jeff Pruitt, Executive Director  
 Tennille Harkins, AAA Director  
 256-355-4515  
 Counties: Cullman, Lawrence, Morgan

## TARCOG

**Top of AL Regional Council of Gov.**  
 Michelle Jordan, Executive Dir.  
 Rene Breland, AAA Director  
 256-830-0818  
 Counties: DeKalb, Jackson, Limestone, Madison, Marshall

## WARC

**West AL Regional Commission**  
 Dennis Stripling, Exec. Director  
 Pam McDaniel, AAA Director  
 205-333-2990/800-432-5030  
 Counties: Bibb, Fayette, Greene, Hale, Lamar, Pickens, Tuscaloosa

## EARPDC

**East AL Reg. Planning & Dev. Commission**  
 Lori Corley, Executive Director  
 Michael Morrison, AAA Director  
 256-237-6741/800-239-6741  
 Counties: Calhoun, Chambers, Cherokee, Clay, Cleburne, Coosa, Etowah, Randolph, Talladega, Tallapoosa

## UWAAA

**United Way AAA of Jefferson County**  
 Kathy Lawrence, Interim Director  
 205-458-3330  
 County: Jefferson

## LRCOG

**Lee-Russell Council of Governments**  
 Suzanne Burnette, Exec. Director  
 Jackie Pinkard, AAA Director  
 334-749-5264  
 Counties: Lee, Russell

## RPCGB

**Regional Planning Commission of Greater Birmingham**  
 Charles Ball, Exe. Director  
 205-623-3551  
 County: Jefferson

## M4A

**Middle AL Area Agency on Aging**  
 Carolyn Fortner, Exe. Director  
 205-670-5770/866-570-2998  
 Counties: Blount, Chilton, Shelby, St. Clair, Walker

## CAAC

**Central AL Aging Consortium**  
 Susan Segrest, Exec. Director  
 334-240-4666/800-264-4680  
 Counties: Autauga, Elmore, Montgomery

## ATRC

**AL Tombigbee Regional Commission**  
 John Clyde Riggs, Exe. Director  
 Delia Brand, AAA Director  
 334-682-5206/888-617-0500  
 Counties: Choctaw, Clarke, Conecuh, Dallas, Marengo, Monroe, Perry, Sumter, Washington, Wilcox

## SARCOA

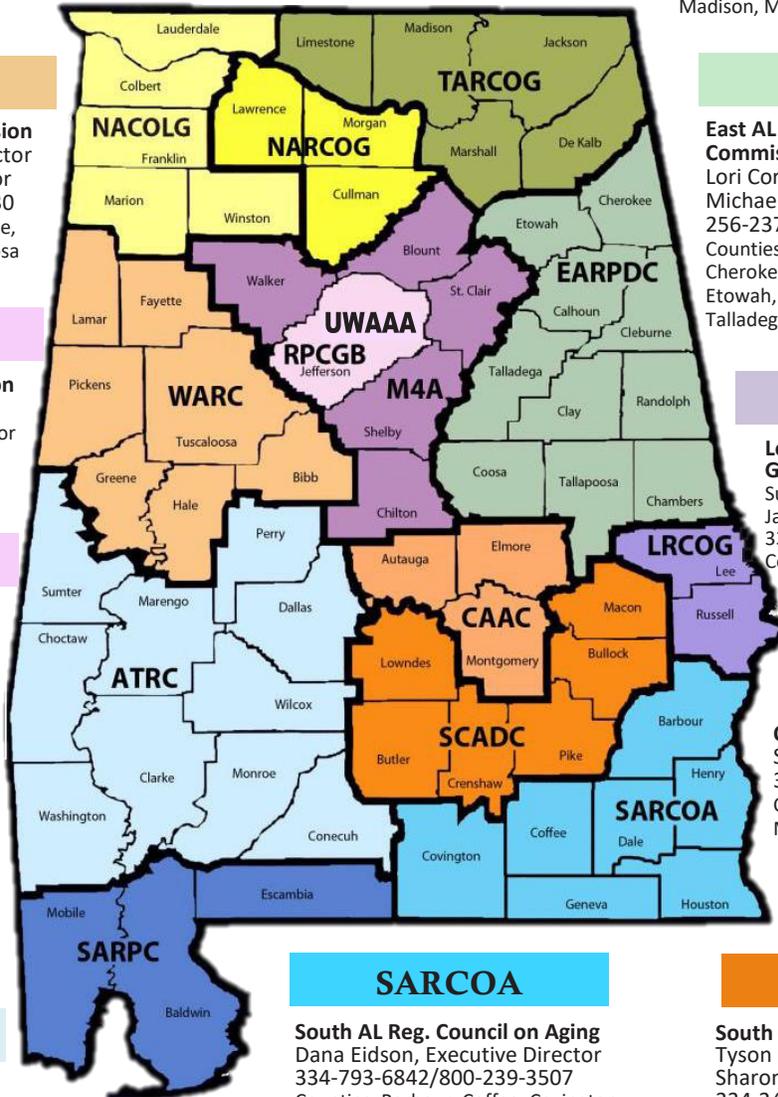
**South AL Reg. Council on Aging**  
 Dana Eidson, Executive Director  
 334-793-6842/800-239-3507  
 Counties: Barbour, Coffee, Covington, Dale, Geneva, Henry, Houston

## SCADC

**South Central AL Dev. Commission**  
 Tyson Howard, Executive Director  
 Sharon Redd, AAA Director  
 334-244-6903  
 Counties: Bullock, Butler, Crenshaw, Lowndes, Macon, Pike

## SARPC

**South AL Reg. Planning Commission**  
 Rickey Rhodes, Executive Director  
 Julie McGee, AAA Director  
 251-433-6541  
 Counties: Baldwin, Escambia, Mobile



Rev 07/19

# ALABAMA DEPARTMENT OF SENIOR SERVICES

## ESTIMATED PERFORMANCE INDICATORS FOR FY2018

**Total Clients Served: 121,756; Total Registered clients served: 104,494**

### MEALS

<b>Congregate meals:</b>	<b>1,814,941</b>
Number of Clients:	21,406
<b>Title III Home delivered meals:</b>	<b>2,616,291</b>
Number of Clients:	15,612
<b>Total Meal Clients:</b>	<b>37,018</b>
<b>Total Meals:</b>	<b>4,431,232</b>

### TRANSPORTATION

Clients:	4,228
1 way trips:	450,257
<b>Assisted Transportation:</b>	
Clients:	109
Units:	6,920

### LEGAL ASSISTANCE

Clients:	6,382
Units:	14,580
<b>Non-Medicaid Case Management:</b>	
Clients:	6,234
Units:	20,451

### CHORE SERVICES

Clients:	86
Units:	2,217
<b>Non-Medicaid Adult Day Care:</b>	
Clients:	23
Units:	14,817
<b>Non-Medicaid Homemaker:</b>	
Clients:	854
Units:	26,636
<b>Non-Medicaid Personal Care:</b>	
Clients:	27
Units:	487

### SHIP (STATE HEALTH INSURANCE PROGRAM)

Insurance and Benefits Counseling unduplicated clients:	38,833
Insurance and Benefits Counseling Units:	65,769

### SENIOR EMPLOYMENT

Unduplicated Clients:	236
Number of Hours:	134,698

### EVIDENCED BASED HEALTH PREVENTION

Number of Clients:	2,668
Number of Sessions:	26,554

### SENIORX

Persons served:	8,629
Prescriptions submitted:	47,163
Refills submitted:	32,206
Savings to Elderly and Disabled:	\$ 36,002,785.73

### CAREGIVER PROGRAM

<b>Caregivers served:</b>	<b>8,179</b>
Access Assistance Units:	99,484
Education Units:	60,979
Clients:	4,425
Respite hours provided:	119,323
Clients:	1,299
Supplemental Services Units:	16,206
Clients:	786

### LONG-TERM CARE OMBUDSMAN

Cases Opened	720
Complaints addressed	1,282
Consultation to Individuals	1,865
Consultation to Facilities	1,022

### MEDICAID HCBS WAIVERS

Elderly and Disabled Waiver clients:	8,498
Personal Choices Program Clients:	1,666
ACT Waiver:	256
TA Waiver:	29
Meals:	2,236,708

### ACCESS ALABAMA

(Aging and Disability Resource Centers (ADRC)	
Clients Fully Screened:	26,435
Contacts:	42,512
Information/Referral Units:	286,682

*Note: All clients listed are unduplicated except for Information and Referral at ADRC. Aggregate services are not documented on this document*



# ALABAMA DEPARTMENT OF SENIOR SERVICES

201 MONROE STREET  
SUITE 350  
MONTGOMERY, AL 36130

[www.AlabamaApline.gov](http://www.AlabamaApline.gov)

